



Difficult Conversations: How to Discuss What Matters Most

Douglas Stone, Bruce Patton, Sheila Heen

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The 10th-anniversary edition of the *New York Times* business bestseller-now updated with "Answers to Ten Questions People Ask"

We attempt or avoid difficult conversations every day-whether dealing with an underperforming employee, disagreeing with a spouse, or negotiating with a client. From the Harvard Negotiation Project, the organization that brought you *Getting to Yes*, *Difficult Conversations* provides a step-by-step approach to having those tough conversations with less stress and more success. you'll learn how to:

- * Decipher the underlying structure of every difficult conversation
- * Start a conversation without defensiveness
- * Listen for the meaning of what is not said
- * Stay balanced in the face of attacks and accusations
- * Move from emotion to productive problem solving

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